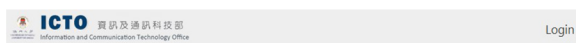# 如何使用
Getting Started

1. 進入 http://umrs.pclan.umac.mo。
   Go to http://umrs.pclan.umac.mo.

2. 輸入由服務中心技術員提供的邀請碼(Invitation Code)，並按「Join」按鈕。
   Enter the invitation code provided by Help Desk technician and press "Join" button.

   ICTO 資訊及通訊科技部
   Information and Communication Technology Office
   Login

   ## Welcome

   Welcome to Help Desk Remote Support site. Options below will allow you to connect to one of our agents.

   Enter Invitation Code

   Your host may have provided an invitation code required to join your session. Please enter it below:

   [____] Join

3. 按照提示執行程式。
   Follow the prompt to run the application.

4. 遠端技術支援圖示會顯示在您桌面的右下方，表示正在執行遠端控制。
   A remote desktop icon will be displayed in the lower right corner. It means that the program is executing.

   EN ... 6:06 PM 2/25/2015

   當服務中心技術員加入這個會話連接後，就可以控制您電腦的滑鼠和鍵盤以幫助您解決問題。
   Once Help Desk technician joined the session, he/she can control mouse and keyboard on your computer to help you resolve the problem.

   您可以在圖示按右鍵並點選「exit」以終止這個會話連接。
   You can right click the icon and click "exit" to terminate the session.

QR編碼
QR Code

資訊及通訊科技部知識庫
ICTO Knowledge Base

http://faq.icto.umac.mo

澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

遠端技術支援服務
Remote Support Service

資訊及通訊科技部
Information and Communication Technology Office

遠端技術支援服務
Remote Support Service

為了更有效地解決用戶的電腦問題，資訊及通訊科技部提供遠端技術支援服務。

In order to solve your computer problem effectively, Information and Communication Technology Office provides Remote Support Service.

遠端技術的應用能夠提供一個既安全又迅速的電腦技術支援服務。此項服務適用於連接了PC LAN網域的電腦。它可解決安裝軟件和軟件使用的問題。

Remote Support application provides a secure and instant IT technical support services for our users on campus. The service is only available to computers that have joined PC LAN domain. It can solve problems related to software installation and software usage.

網頁 Webpage http://umrs.pclan.umac.mo

QR編碼 QR Code

使用遠端技術支援服務的好處
Benefits of Using Remote Support Service

迅速地解決您的電腦問題
Solving your problem quickly

- 在校園內, 您只要連接到我們的遠端支援服務器上，技術員便能通過共享您的滑鼠和鍵盤，以便解決您電腦上的問題。
  By initiating remote support connection, our Help Desk techician can share control of your mouse and keyboard to solve your computer problem.

提供安全的遠端技術支援連接
Providing a secure remote support connection

- 整個連接過程使用 256 位元高級加密標準 (AES) 加密。
  The entire connection is encrypted with 256 AES (Advanced Encryption Standard).

- 在連接過程中，您能夠看見技術員的所有操作過程，並可全權控制您的電腦。
  You can see all the actions taken by our technician and you will be in full control of your computer at all times.

- 一旦建立的連接結束，沒有您的許可您的電腦將不能再次被遠端接入。
  Once the connection is ended, your computer will not be accessible remotely without your consent.

遠端技術支援服務
Remote Support Service